

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.
Please amend Claims 44, 47-50, 58 and 60-63 and cancel Claim 46 as follows:

1-43. (Canceled.)

44. (Currently Amended) A method ~~for routing contacts in an E-commerce contact center~~, comprising:

(a) providing, on a first communication channel and as part of a first contact with a customer, the first contact being a potential sales transaction with the customer, at least one
5 web page to a web browser associated with the customer, wherein the customer selects, for possible purchase, a set of one or more items from the provided at least one web page;

(b) receiving, from the customer and as part of the same sales transaction, a request for servicing by an agent of the contact center, wherein the servicing is to be effected by a second contact with the customer on a second communication channel different from the first
10 communication channel;

(c) downloading, onto a computer executing the customer's web browser, an applet;

(d) evaluating at least one item in the set of one or more items to identify at least one of (i) an item value and (ii) item type in the set, wherein step(d) is performed by the applet when the applet is being executed by the customer's computer; and

15 [[d]](e) routing the request of the customer to an agent in the contact center, the agent being selected based, at least in part, on the identified at least one of (i) item value and (ii) item type, wherein the set of one or more items is a shopping cart, wish cart, and/or wish list.

5 45. (Previously Presented) The method of claim 44, wherein a first contact on the first communication channel is a Web browsing session, wherein the second contact on the second communication channel is one of a live voice communication, an electronic mail message, and a facsimile, wherein the second contact is an outgoing contact from the selected agent to the customer, and wherein part of the first and second contacts overlap temporally.

46. (Canceled)

47. (Currently Amended) The method of claim 45, wherein the request is an incoming communication from the customer and wherein the routing step is based, at least in part, on item value.

48. (Currently Amended) The method of claim 44, wherein the request is a request for an outgoing call from the contact center to the customer and wherein the routing step is based, at least in part, on item value.

49. (Currently Amended) The method of claim 44, wherein the request is associated with the customer's selection of an icon on the at least one web page and wherein the routing step is based, at least in part, on item type.

50. (Currently Amended) The method of claim ~~[[46]]~~44, wherein the identified item value is contained in a cookie received from the customer's computer.

51. (Previously Presented) The method of Claim 44, further comprising:
comparing the item value with a predetermined value to determine the agent destination of the routing step.

52. (Previously Presented) The method of Claim 44, wherein the selected routing destination is based, at least in part, on a type of item in the set and further comprising:
comparing the item type with a list of items to determine the agent destination of the routing step.

53. (Previously Presented) The method of claim 51, wherein the item value is the highest value of an item in the set.

54. (Previously Presented) The method of claim 51, wherein the item value is the total value of the items in the set.

55. (Previously Presented) The method of claim 51, wherein the item value is the average value of the items in the set.

56. (Previously Presented) The method of claim 44, wherein the selected routing destination is based, at least in part, on both item type and value.

57. (Previously Presented) A computer readable medium comprising instructions for performing the steps of claim 44.

58. (Currently Amended) A system ~~for routing contacts in an E-commerce contact center~~, comprising:

a server operable (a) to provide, on a first communication channel and as part of a first contact and a potential sales transaction with a customer, at least one web page to a web browser associated with the customer, wherein the customer selects, for possible acquisition, a set of one or more items from the provided at least one web page; and (b) receive, from the customer and as part of the same sales transaction, a request for servicing by an agent of the

contact center, wherein the servicing is to be effected by a second contact with the customer on a second communication channel different from the first communication channel;

an evaluator operable to evaluate at least one item in the set of one or more items to identify at least one of (i) an item value and (ii) item type in the set; and

5 a router operable to route the request of the customer to an agent in the contact center, the agent being selected based, at least in part, on the identified at least one of (i) item value and (ii) item type, wherein the server is operable (c) to effect downloading, onto a computer executing the customer's web browser, an applet and wherein the applet comprises the evaluator.

59. (Previously Presented) The system of claim 58, wherein the first communication channel is a Web browsing session, wherein the second contact is one of a live voice communication, an electronic mail message, and a facsimile, and wherein the first and second contacts occur simultaneously.

60. (Currently Amended) The system of claim 58, wherein the set of one or more items is a shopping cart, wish cart, and/or wish list ~~and wherein the server is operable (c) to effect downloading, onto a computer executing the customer's web browser, an applet and wherein the applet comprises the evaluator.~~

61. (Currently Amended) The system of claim 59, wherein the request is an incoming communication from the customer and wherein the at least one of (i) item value and (ii) item type is item value.

62. (Currently Amended) The system of claim 58, wherein the request is a request for an outgoing call from the contact center to the customer and wherein the at least one of (i) item value and (ii) item type is item value.

63. (Currently Amended) The system of claim 58, wherein the request is associated with the customer's selection of an icon on the at least one web page and wherein the at least one of (i) item value and (ii) item type is item type.

64. (Previously Presented) The system of claim 60, wherein the identified item value is contained in a cookie received from the customer's computer..

65. (Previously Presented) The system of Claim 58, wherein the router is operable to compare the item value with a predetermined value to determine the request's routing destination.

66. (Previously Presented) The system of Claim 58, wherein the routing of the customer's request is based, at least in part, on a type of item in the set and wherein the router is operable to compare the item type with a list of items to determine the request's routing destination.

67. (Previously Presented) The system of claim 65, wherein the item value is the highest value of an item in the set.

68. (Previously Presented) The system of claim 65, wherein the item value is the total value of the items in the set.

69. (Previously Presented) The system of claim 65, wherein the item value is the average value of the items in the set.

70. (Previously Presented) The system of claim 44, wherein the routing of the customer's request is based, at least in part, on both item type and value.

71. (Previously Presented) A method for routing contacts in an E-commerce contact center, comprising:

(a) providing, on a first communication channel and as part of a potential sales transaction with a customer, at least one web page to a web browser associated with the customer, wherein the customer selects, for possible purchase, a set of one or more items from the provided at least one web page;

(b) receiving, from the customer and as part of the same sales transaction, a request for servicing by an agent of the contact center, wherein the servicing is to be effected on a second communication channel different from the first communication channel;

(c) downloading, onto a computer executing the customer's web browser, an applet comprising an evaluator;

(d) the downloaded evaluator evaluating at least one item in the set of one or more items to identify at least one of (i) a value of one or more items and (ii) a type of one or more items in the set;

(e) receiving from the downloaded evaluator an identified at least one of (i) a value of one or more items and (ii) a type of one or more items in the set;

(f) routing the request of the customer to an agent in the contact center, the agent being selected based, at least in part, on the identified at least one of (i) a value of one or more items and (ii) a type of one or more items in the set.

72. (Previously Presented) The method of claim 71, wherein the first communication channel is a Web browsing session, wherein the web browsing session is a first contact between the contact center and customer, wherein the second communication channel is used by a second contact between the contact center and customer, wherein the

second contact is one of a live voice communication, an electronic mail message, and a facsimile, and wherein the first and second contacts occur concurrently.

73. (Previously Presented) The method of claim 71, wherein the set of one or more items is a shopping cart, wish cart, or wish list.

74. (Previously Presented) The method of claim 71, wherein the request is an incoming communication from the customer.

75. (Previously Presented) The method of claim 71, wherein the request is a request for an outgoing call from the contact center to the customer.

76. (Previously Presented) The method of claim 71, wherein the request is associated with the customer's selection of an icon on the at least one web page.

77. (Previously Presented) The method of claim 71, wherein the identified at least one of (i) a value of one or more items and (ii) a type of one or more items in the set is contained in a cookie received from the customer's computer.

78. (Previously Presented) The method of Claim 71, wherein the selected routing destination is based, at least in part, on (i) and further comprising:
comparing the item value with a predetermined value to determine the agent destination of the routing step.

79. (Previously Presented) The method of Claim 71, wherein the selected routing destination is based, at least in part, on (ii) and further comprising:

comparing the item type with a list of items to determine the agent destination of the routing step.

80. (Previously Presented) The method of claim 78, wherein the item value is the highest value of an item in the set.

81. (Previously Presented) The method of claim 78, wherein the item value is the total value of the items in the set.

82. (Previously Presented) The method of claim 78, wherein the item value is the average value of the items in the set.

83. (Previously Presented) The method of claim 71, wherein the selected routing destination is based, at least in part, on both (i) and (ii).

84. (Previously Presented) A computer readable medium comprising instructions for performing the steps of claim 71.